

Country Profile  
Highlights  
Strategy  
Legal Framework  
Actors  
Infrastructure  
Services for Citizens  
Services for Businesses

What's inside

eGovernment in



Czech Republic

ISA<sup>2</sup>



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The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. A thin horizontal line extends from the left of the "j" and another from the right of the "p", meeting the letters at their midpoints.

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<b>Country Profile .....</b>	<b>1</b>
<b>eGovernment Highlights .....</b>	<b>7</b>
<b>eGovernment Strategy.....</b>	<b>9</b>
<b>eGovernment Legal Framework .....</b>	<b>13</b>
<b>eGovernment Actors .....</b>	<b>18</b>
<b>eGovernment Infrastructure.....</b>	<b>24</b>
<b>eGovernment Services for Citizens .....</b>	<b>29</b>
<b>eGovernment Services for Businesses .....</b>	<b>36</b>

# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 10,578,820 inhabitants (2017)

**GDP at market prices:** 192,016.6 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100):** 88 (2016)

**GDP growth rate:** 4.4% (2017)

**Inflation rate:** 2.4% (2017)

**Unemployment rate:** 2.9% (2017)

**General government gross debt (Percentage of GDP):** 34.6% (2017)

**General government deficit/surplus (Percentage of GDP):** 1.6% (2017)

**Area:** 78,865 km<sup>2</sup> (2012)

**Capital city:** Prague

**Official EU language:** Czech

**Currency:** CZK

Source: [Eurostat](#) (last update: 14 February 2018)

## Political Structure

The Czech Republic is a **parliamentary republic** instituted on 1 January 1993 following the dissolution of Czechoslovakia.

The bicameral Parliament is endowed with legislative powers. It is made up of a Lower House ([Chamber of Deputies](#)) which consists of 200 elected members (elected by universal suffrage every four years and a proportional voting system), and an Upper House ([Senate](#)) which consists of 81 members whose term of office is a period of six years (every two years there is an election to renew one third of the Senate).

Executive power is held by the [President](#), who serves as the Head of State, and by the [Government](#) headed by the Prime Minister. The President was previously elected for a term of five years by a joint session of both the chambers of Parliament, this process has now been replaced with a direct election by universal suffrage since the January 2013 presidential election. The President may serve a maximum of two successive terms in office. The President is the Supreme Commander of the Armed Forces. Presidential power is limited; however, the President is given the right to veto any bill that has already been passed by Parliament, with the exception of constitutional bills. This power is void in times of constitutional or other political crises. The Government is the supreme body of executive power and is comprised of the Prime Minister, the Deputy Prime Minister and the various ministers. It coordinates the activities of the ministries and the central bodies of the State Administration and furthermore manages the State Administration throughout the national territory. The Government has exclusive legislative initiative in terms of the State budget.

Since 1 January 2000, the Czech Republic consists of thirteen regions and the capital city of Prague, which has also been given the status of a region. The creation of these regions aimed to bring Government Administration closer to the people and to decentralise decision-making processes. The first elections for the regional assemblies took place in November 2000 and the regions came into de facto existence on 1 January 2001.

The [Constitution](#) of the Czech Republic was adopted on 16 December 1992 and amended in 1997, 2000, 2001, 2002 and 2009.

The Czech Republic became a member of the European Union on 1 May 2004.

**Head of State:** President [Miloš Zeman](#) (since 8 March 2013).

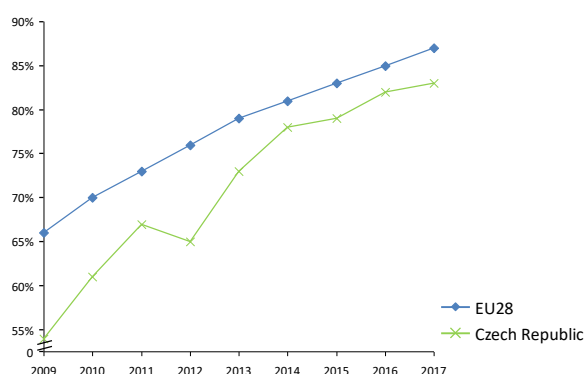
**Head of Government:** Prime Minister [Andrej Babiš](#) (since 6 December 2017).

## Information Society Indicators

### Generic Indicators

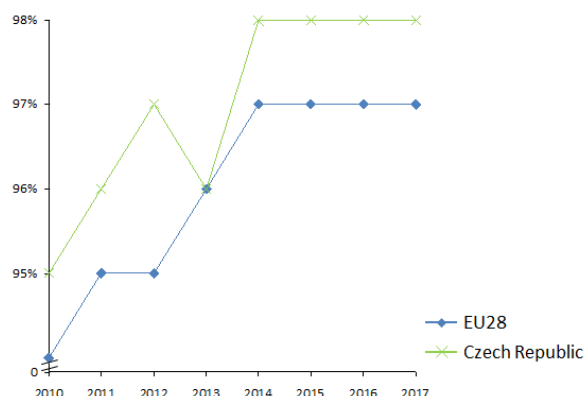
The following graphs present data for the latest Generic Information Society Indicators for Czech Republic compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of households with Internet access in Czech Republic**



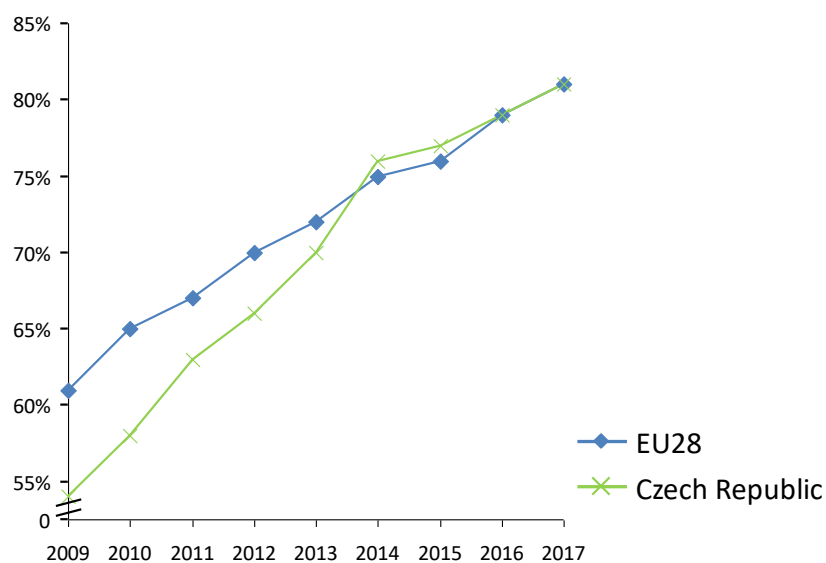
Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises with Internet access in Czech Republic**

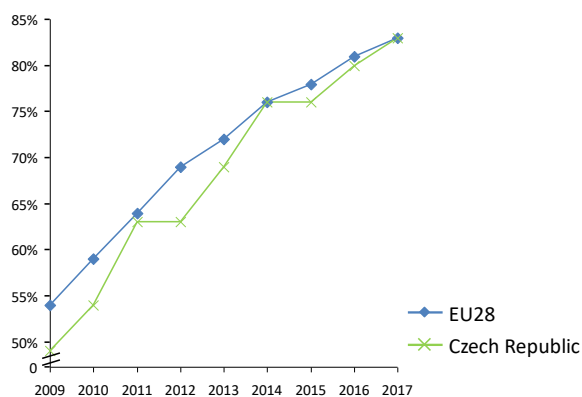
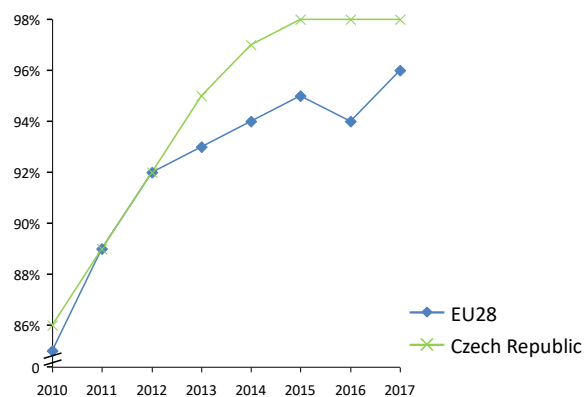
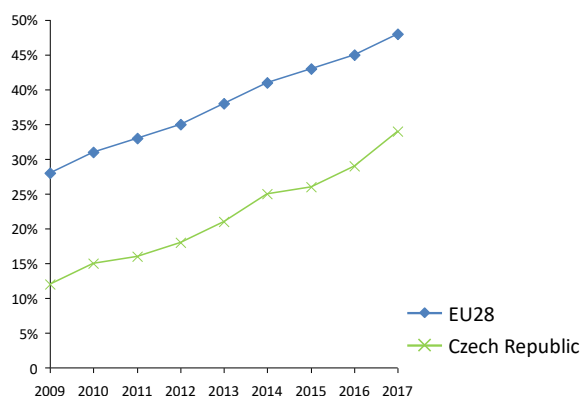
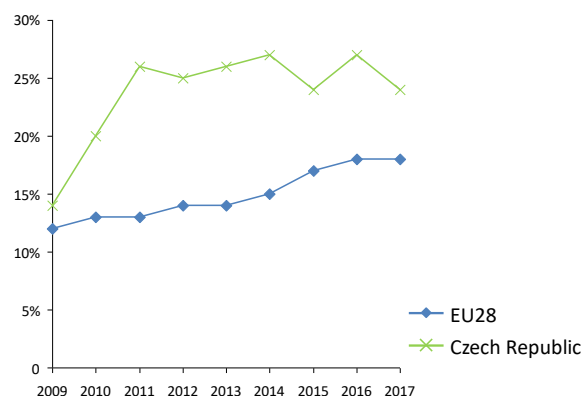


Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet at least once a week in Czech Republic**



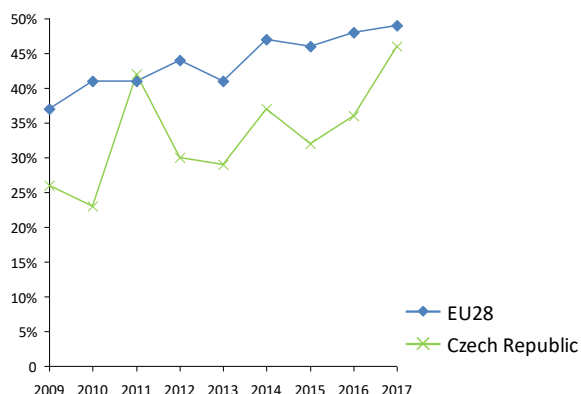
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in Czech Republic**Source: [Eurostat Information Society Indicators](#)**Percentage of enterprises with a broadband connection in Czech Republic**Source: [Eurostat Information Society Indicators](#)**Percentage of individuals having purchased/ordered online in the last three months in Czech Republic**Source: [Eurostat Information Society Indicators](#)**Percentage of enterprises having received orders online within the previous year in Czech Republic**Source: [Eurostat Information Society Indicators](#)

## eGovernment Indicators

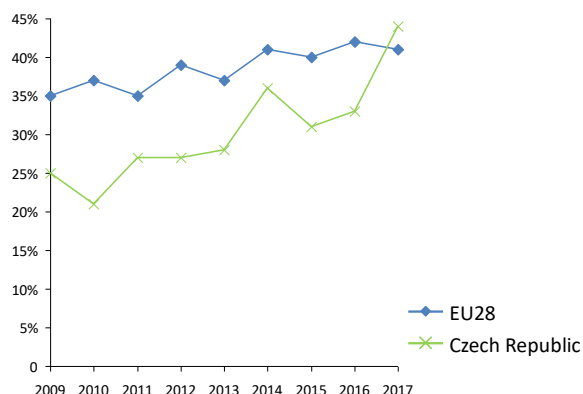
The following graphs present data for the latest eGovernment Indicators for Czech Republic compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of individuals using the internet for interacting with public authorities in Czech Republic**



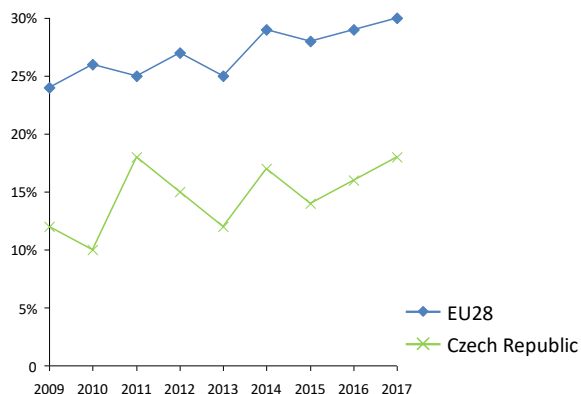
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for obtaining information from public authorities in Czech Republic**



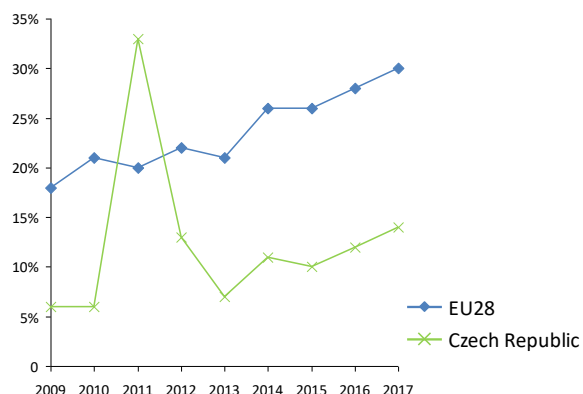
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for downloading official forms from public authorities in Czech Republic**



Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for sending filled forms to public authorities in Czech Republic**



Source: [Eurostat Information Society Indicators](#)

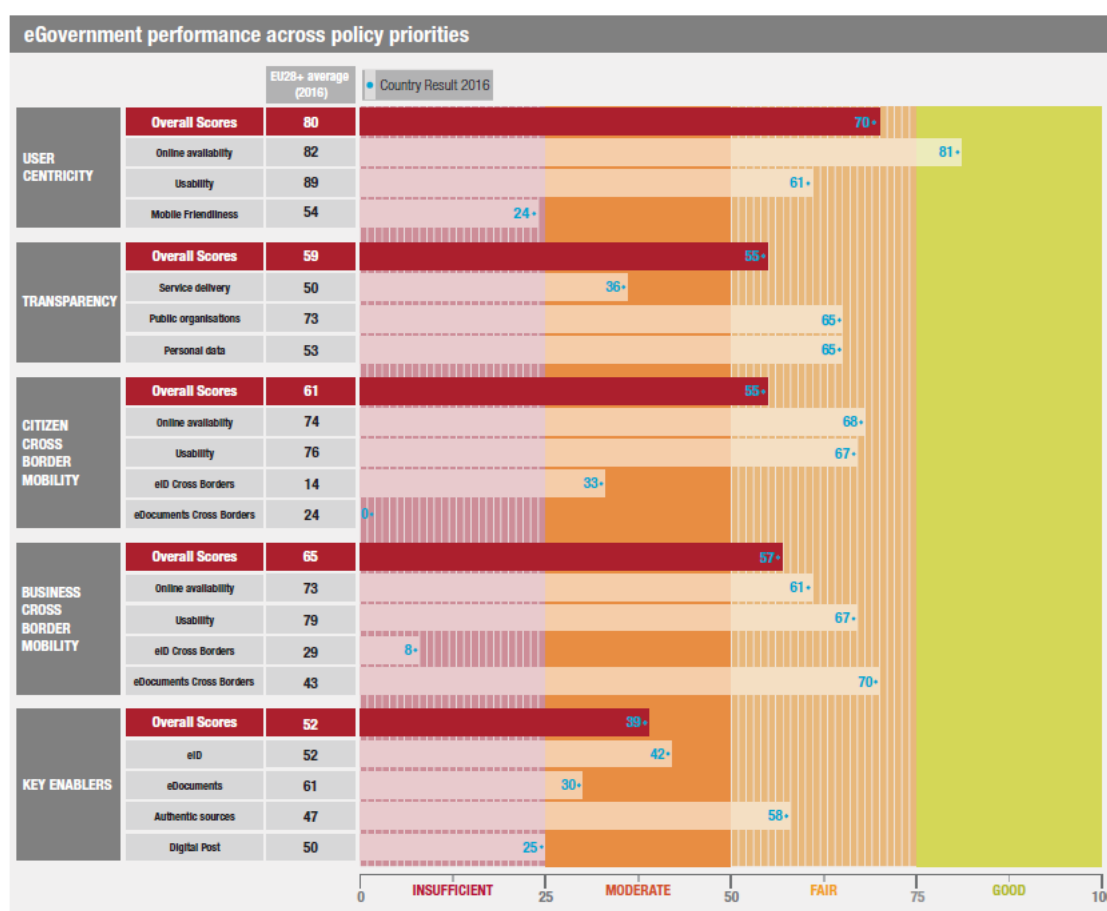


## eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic Documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that government communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Czech Republic compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

## eGovernment Highlights

### Main eGovernment changes and key milestones in 2017

#### eGovernment Strategy

In February 2018 Vladimír Dzurilla, Chief digital officer, introduced five key domains of the updated national eGovernment strategy 2018+. These include creation of the environment supportive to digital technologies; digital-friendly legislation; user-friendly digital services for citizens and businesses; improving operational capacity and competencies of public employees and better efficiency of centrally coordinated ICT.

This updated eGovernment strategy complements the national [Society 4.0 Action Plan](#) adopted in September 2017 by the Czech government and focusing on the digitisation of public administration; connectivity and mobility; education and labour market; cyber security and industry; and business environment.

#### eGovernment Legal Framework

Key eGovernment legislation has been amended and, where needed, adopted. These include the [Act on Information Systems of Public Administration](#), [Act on Trust Services for Electronic Transactions](#), [Act on Electronic Identification](#), and the [Act on Citizen Identity Cards](#). These acts define, respectively, amongst other things, a more effective approach to public administration ICT governance, they codify rules for using national ID cards with a chip, and define respective roles of the [National Registers Authority](#) and the [National Identity Authority](#).

In order to implement the Czech eID, the testing of the [eIDAS node](#) is also in the process.

Legislative proposals related to EU rules on data protection ([General Data Protection Regulation](#) and [Police Directive](#)) have been drafted in 2017 and consulted among ministries, expected to be adopted in 2018.

#### eGovernment Actors

[Lubomír Metnar](#) has become the Minister of the Interior.

[Vladimír Dzurilla](#) assumed the position of the Chief digital officer and advisor to Prime Minister.

[Ondřej Malý](#) has become the Deputy Minister of Industry and Trade.

#### eGovernment Infrastructure

Citizens and employers can access their information registered in the [Czech Social Security Administration](#)'s databases, send their requests online and receive replies digitally. Currently, to access this personal information online, citizens need to identify and authenticate themselves via the [Data Box](#). In the near future, these services will also be available when the eID is used as a personal identification means. The usage of Data Box is mandatory in business-to-government interactions, while citizens can profit from benefits of this secure digital communication and identification on a voluntary basis. The

digital identification and service delivery through Data Box is also possible at the eTax portal of the [Czech Financial Administration](#).

New [Public administration](#) portal is being tested for more user-centric features. It will provide a transactional part with on-line access to digital government services after the launch of new identity cards with a chip in 2018.

## eGovernment Services

- ▶ The [ePrescription service](#) has been successfully implemented, with mandatory use since 1 January 2018. It is part of the [National eHealth Strategy](#).
- ▶ The digitisation of the Real Estate Cadastre has been successfully finalised. Digital cadastral maps in vector form now cover the whole country. It has been a complex process to collect descriptive and geospatial information. Public authorities, citizens and businesses can now view and locate a real estate of their interest, such as parcels and buildings, register and change their ownership rights, and download interoperable web services for further use. Services are provided by the [Czech Office for Surveying, Mapping and Cadastre](#) via its Cadastre of Real Estate. The Cadastre has been interconnected to the Base Register of Territorial identification since 2012 and represents a core source of authoritative location data. The [Registry of Territorial Identification](#) can be consulted for location data on administrative units, buildings, addresses, streets and public spaces, geographic names and election districts. On-line access to map products and services is ensured through the [Geoportal](#).
- ▶ Businesses and entrepreneurs can find relevant on-line information, contacts and needed support at the [Czech business web portal](#) as a Point of single contact

## Other highlights

The [Ministry of Interior](#) launched its [mobile application](#) branded 'What to do when...' available for Android<sup>1</sup> and IOS<sup>2</sup>. The application provides step-by-step authoritative information on public administration procedures, documents, and office locations for several life events. The application can also navigate users to the nearest public administration, CzechPOINT office, and the police station.

Existing public administration portals are continuing to improve their services in order to provide up-to-date information on public services and opportunities. In the near future individual portals should be federated with the new Public administration portal to provide easier navigation to life events services of different administrations.

## 2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

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<sup>1</sup> <https://play.google.com/store/apps/details?id=cz.eman.android.cokdyz>

<sup>2</sup> <https://itunes.apple.com/cz/app/co-d%C4%9Blat-kdy%C5%BE/id1279797719?mt=8>

# eGovernment Strategy

## Main strategic objectives and principles



### Society 4.0 Action Plan<sup>3</sup>

In September 2017, the Czech Government adopted the national [Society 4.0 Action Plan](#). It focuses on five topics: digitisation of public administration; connectivity and mobility; education and labour market; cybersecurity and the industry; and the business environment.

Among key actions directly related to eGovernment, the priorities are:

- ▶ The digitisation of public administration services;
- ▶ Better public administration monitoring system;
- ▶ Launch of the Citizen's Portal as a transactional part of the Public Administration portal;
- ▶ Implementation of eInvoicing;
- ▶ Cross-border electronic identification;
- ▶ Implementation of ongoing eHealth and eJustice strategies.

To support the eGovernment development, the Government adopted guidelines to '[future-proof](#)' [digital-friendly legislation](#), ensuring compliance with eGovernment principles such as once-only, digital by default, accessibility, sharing and reuse, cross-border interoperability, data protection, open government, technological neutrality, and user centricity. The digital-friendly legislation principles reflect the Society 4.0 Action Plan objectives. The document provides a checklist to be used by legislators when drafting or amending legislation to leverage the digitisation of public administration.

### Strategy for ICT Services Development in Public Administration<sup>4</sup>

In 2017, central administrations continued to implement the [Strategy for ICT Services Development in Public Administration](#) approved in 2015. This strategic document summarised actual situation in the ICT governance in the public administration domain, including the gaps and inefficiencies of status quo. Specific measures were set up including a stronger role of the Government Council for Information Society. The document also introduced the idea to legally delegate the role of "watchdog" to the Chief Architect of eGovernment, to oversee the efficiency of public spending in public administration ICT area.

Other measures included the design of the National Architecture Plan and the role of Ministry of Interior in the open data governance for public administration bodies. In the

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<sup>3</sup> The Action Plan was adopted by the [Government resolution no. 684/2017](#).

<sup>4</sup> The measures for higher efficiency of public administration digital services and supporting ICT services.

context of the Strategic Framework for the Development of Public Administration in the Czech Republic for 2014-2020, these are the main achievements until now:

- ▶ The Department of the Chief Architect of eGovernment at the Ministry of Interior has been established with the competencies approved by the Government Resolution no. 889/2015. These competencies should guarantee better ICT project coordination in public administration from an interoperability and national architecture compliance point of view;
- ▶ The creation of a website dedicated to eGovernment architecture has been launched, providing needed guidance and support to central and regional public administrations -<http://www.mvcr.cz/clanek/agenda-odboru-hlavniho-architekta-egovernmentu.aspx>;
- ▶ Introduction of mandatory rules for the ICT investment evaluation were established and agreed, with the authority delegated to the Department of the Chief Architect of eGovernment;
- ▶ Several laws were approved and/or amended, to support the interoperability and standardisation of national eGovernment infrastructure (please see the box on Legislation).

## National Cyber Security Strategy of the Czech Republic for 2015 - 2020

On 16 February 2015, the Director of the National Security Authority submitted to the government the [new strategy](#) with large focus on the national cyber security of the Czech Republic for the period of the upcoming five years and marks an important milestone for the Czech Republic in terms of cybersecurity. It differentiates itself from the preceding strategy as it provides a qualitative shift from building up of the basic capabilities that are necessary to ensure the basic level of cyber security towards more advanced ones.

[The Action Plan](#) of the Strategy defines its concrete steps, deadlines, responsibilities and the supervision of their implementation. The main goals that shall be achieved are divided into the following seven priority areas:

1. Ensuring efficiency and strengthening of all structures, processes and cooperation in the field of cyber security;
2. Active international co-operation;
3. Protection of the national Critical Information Infrastructure and Important Information Systems;
4. Co-operation with private sector;
5. R&D/Consumer's trust;
6. Support to the education, awareness and the development of the information society;
7. Support to the development of Police's capabilities to investigate and prosecute information crime.



## Strategic Framework of the Development of Public Administration in the Czech Republic for 2014 - 2020

On 27 August 2014, the [Strategic Framework of the Development of Public Administration in the Czech Republic for 2014 - 2020](#) has been approved<sup>5</sup> by the government. This strategy of public administration development formulates four targets to be further elaborated by the Government Council, and achieved within the coming six-year period. Specified priorities cover public administration modernisation, which includes the evaluation of its current functioning, proposing and implementing performance improvement measures, improvement of services availability via eGovernment tools and continuous human resources professionalisation and development.

The implementation of individual measures and activities leading to the implementation of both specific and strategic objectives is, to a certain extent, interconnected.

In respect of the strategic objective No. 1: the Modernisation of the public administration, a key task is to optimise and streamline the performance of individual (selected) agendas, primarily via their initial mapping and subsequent standardisation. These activities will, at the same time, contribute to the reduction of the regulatory burden. The established quality management systems and the system of public administration evaluation will subsequently identify the potential for further optimisation of the public administration system.

## International Competitiveness Strategy of the Czech Republic for the period 2012 - 2020 (SMK)

The [International Competitiveness Strategy of the Czech Republic for the period 2012-2020 \(SMK\)](#) contains and sets out the initiatives and targets that relate to eGovernment and ICT modernisation of the public sector. The subtitle of the strategy, "Back to top", characterises the government's intention to become, by 2020, one of the twenty most competitive countries in the world. The strategy assesses the competitiveness of the Country by taking action in nine pillars/sectors of the country. One of the main pillars focuses on the revamping of institutions, with the government envisioning to establish institutions that efficiently provide services to citizens and businesses and are free of corruption.

The relevant part of the strategy (pillar 2) on modernisation of institutions and public administration in general sets out the following objectives:

- ▶ The systematisation and improvement of public administration by promoting professionalism and efficiency;
- ▶ The efficient management of public assets and resources with a focus on tight control of public finances;
- ▶ The simplification of public access to government services and information provided by public administrations;
- ▶ The systematic improvement of the process of regulation and of the ability of the public to access legislation online.

The strategy outlines that these objectives will be tackled by:

- ▶ Promoting effective governance;

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<sup>5</sup> Government resolution no.680 of 2014 at: <https://apps.odok.cz/djv-agenda?date=2014-08-27>

- ▶ Streamlining the management of public assets and resources;
- ▶ Facilitating access to services of public administration;
- ▶ Improving quality and availability control.

## GeoInfoStrategy 2014 - 2020

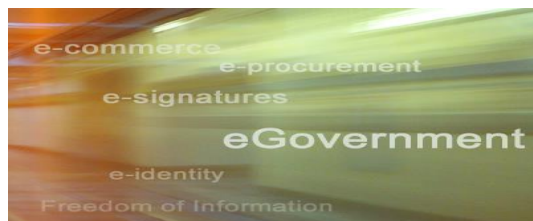
[The Strategy](#)<sup>6</sup> of the Spatial Information Infrastructure Development to the 2020 indicates the direction of the development of spatial information management and use in the public administration in the long-term horizon. It provides a basic concept of how to approach the challenges in the area of spatial information in the Czech Republic. It has been formulated in line with principles of public administration spatial information management agreed on the EU level and lie down in the [PSI Directive](#) and [INSPIRE Directive](#). The implementation of the GeoInfoStrategy ensures that the Czech Republic keeps its international commitment in this domain.

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<sup>6</sup> The information on the website is only provided in Czech language.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

New eGovernment legislation has been adopted in 2017, in particular, the Act No. 250/2017 Coll., on Electronic Identification<sup>7</sup> and the Act No. 195/2017 Coll., on Citizen Identity Cards<sup>8</sup>. Together with the Act no. 297/2016 Coll., on

Trust Services for Electronic Transactions<sup>9</sup>, these create a necessary legal framework for secure and user-friendly digital services with the use of electronic identification, both domestically and across the borders.

In the framework of the Act no. 298/2016 Coll, open data are a part of the amended Act no. 106/1999 Coll., on the free access to information. This act establishes the legal basis for the National open data catalogue as a "public administration information system" and the [central national platform for public administration open data](#). The catalogue is operated by the Ministry of Interior and more than 45,000 data sets have been already published. The Ministry of Interior provided guidelines for open data publication and cataloguing standards that are used by other public administrations at central, regional and local levels. This development has repositioned the Czech Republic among "mature" Member States in the 'Open Maturity Report in Europe 2016' of the European Commission.

[The Draft act amending the Act no. 365/2000 Sb., on Public Administration Information Systems has passed first reading in Parliament](#) - New provisions deal with public administration systems' governance, economic effectiveness and security. The Ministry of Interior now has the long-term ICT governance coordinator governor role as part of the national concept for ICT in public administration, which has to be approved by the government. Several additional types of public administration internal operations systems were included under the category of "public administration information systems" regulated by law. These are, for example, information systems supporting public administration's HR management and remuneration, internal document management, accounting and email.

[The Act no. 111/2009 Coll.](#), on [Base Registries](#) has been amended, now allowing for private sector access to base registries' data, under specified conditions. Until now only public administrations were given this access, based on the services that they are authorised to provide. The new legal provisions of the act also support sharing and re-use of public administration systems at the national level, recommending the re-use of a single identification, authentication and authorisation solution used in central public administration systems known as JIP/KAAS.

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<sup>7</sup>[http://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=250/2017&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](http://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=250/2017&typeLaw=zakon&what=Cislo_zakona_smlouvy)

<sup>8</sup><https://www.zakonyprolidi.cz/cs/2017-195>

<sup>9</sup><http://www.mvcr.cz/clanek/pracovni-preklad-zakona-c-297-2016-sb-o-sluzbach-vytvarejicich-duveru-pro-elektronicke-transakce-do-anglickeho-jazyka.aspx>

The [Act on Electronic Actions and Authorised Document Conversion](#) was amended in 2016. The main change relates to the mandatory use of the national eDelivery tool, the data box, for the auditors. According to this amendment, as from 1 July 2017, the data box service will be activated automatically for auditors, who will not need to apply for it individually. Companies, SMEs and entrepreneurs will now be able to communicate with auditors using this state-guaranteed secure e-delivery service.

An amendment of the [Act no. 106/1999 Coll. on Free Access to Information](#) was passed. This defined the national open data catalogue as a public administration information system and the central platform for open data in the Czech Republic. It defines obligations for public administration bodies to publish certain information as open data. The Government Regulation is under preparation, which will define the obligatory data sets list. This regulation is currently in the intersectoral consultation process.

The [Act no. 297/2016 Coll., on trust services for electronic transactions](#), entered into force on 19 September 2016, bringing the Czech Republic closer to implementation of the eIDAS regulation.

[The Act no. 181/2014 Coll. on the Cyber Security and on the Amendments of the Related Acts \(Cyber Security Law\)](#) has been published in the Collection of Laws on 29 August, 2014. It will be effective as of 1 January 2015.

The Act on the Cyber Security aims to put into practice a set of powers and duties in order to enhance cyber security and to set the mechanism of active cooperation between the private sector and the public administration in order to increase the efficiency of dealing with the cyber security incidents. This Act focuses on the protection of the critical infrastructure, which is important for the functioning of the state and disruption of which would lead to the damage or threat to the interests of the Czech Republic.

#### [Act on Public Administration Information Systems](#) (2000, last update: 2017)

The Act (No. 365/2000 Coll.) was adopted on 14 September 2000 and is last amended in 2012. It lays down the rights and obligations of all persons and bodies involved in the development of Public Administration information systems. It further establishes the management framework concerned with the creation, use, operation and development of information systems. A first amendment to this Act was adopted in September 2007 by the Parliament with the aim to reduce excessive administrative burden for citizens through the Czech POINT network through which the general public can obtain transcripts and information statements from the national registers. Furthermore, this amendment states that all public authorities have to make their websites accessible for the disabled, thus incorporating eAccessibility into Czech legislation.

#### [Act on Base Registers](#) (2009)

The original Act no. 111/2009 Coll., at its time considered a “cornerstone” of the Czech eGovernment, has been changed in 2016 by [Act no. 192/2016 Coll.](#) Applied changes impact all base registers, i.e. the registers of natural and legal persons, register of territorial identification, addresses and real estate as well as register of rights and responsibilities of public administrations. These amendments build on the positive impacts of previous legislation adding provisions reflecting current eGovernment infrastructure needs.

The importance of the original act was given by the fact, that it sets legal, organisational, informational and partially technical interoperability aspects of national Base Registers. The detailed technical interoperability issues were solved via supporting documentation and guidelines provided by the National Registers Authority.

## Freedom of Information Legislation

[Act on Free Access to Information](#) (2000, last amendment: 2017)

The Act on Free Access to Information (No. 106/1999) was adopted in May 1999, took effect on 1 January 2000 and was last time amended in 2012. It allows any natural or legal entities to access information held by State authorities, communal bodies and private institutions managing public funds. Requests can be made verbally or in writing. Public bodies are required to respond to requests within 15 days. Exceptions exist in the following cases: classified information; privacy; confidential business dealings; internal processes of a Government body; information collected for a decision that has not yet been reached; intellectual property; criminal investigations; activities of the courts; and activities of the intelligence services. The Act was lastly amended in May 2005 in order to transpose the EU Directive on the re-use of public sector information ([2003/98/EC](#)).

## Data Protection/Privacy Legislation

[Act on the Protection of Personal Data](#) (2000, last amendment: 2011)

The Data Protection Act (No. 101/2000) was adopted in April 2000 with the aim to protect the citizens' right to privacy. To this end, it regulates the rights and obligations regarding the processing of personal data and specifies the conditions under which personal data may be transferred to other countries. Furthermore, it allows individuals to access and correct their personal information held by public and private bodies. It is enforced by the Office for Personal Data Protection. It was last amended in 2011.

## eSignatures Legislation

The [Act no. 297/2016 Coll.](#), on trust services for electronic transactions, brings the Czech Republic closer to implementation of the [eIDAS](#) regulation. According to this Act, the Ministry of Interior fulfils the tasks of a supervisory body over qualified trust service providers. Two related pieces of national legislation, namely the Act on electronic identification and the amendment of the Act on identity card were adopted in 2017.

[Act on Electronic Actions and Authorised Document Conversion](#) (2009, last amendment: 2012)

The Act on Electronic Actions and Authorised Document Conversion (300/2008 Coll.) entered into force on 1 July 2009 and was last amended in 2012. It lays down the provisions for the use of certified eSignatures. It states that each eDocument has to bear a guaranteed eSignature. The entire data box system (the Information System of Data Boxes) shall work in a secure and guaranteed method. Any messages sent from a data box shall be provided with a time stamp and electronic mark (which is analogous to a guaranteed electronic signature), with all attachments time-stamped and marked accordingly. For activities carried out with public authorities, this eSignature is equal in all respects to that of a hand-written alternative in certifying official documents.

## eCommerce Legislation

[Act on Certain Information Society Services](#) (2004, last amendment: 2017)

The Act on Certain Information Society Services (No. 480/2004 Coll.) was adopted on 7 September 2004, came into force during the same month and was last amended in 2012.



It builds on the efforts of the Government to eliminate obstacles hindering the development of electronic commerce. In addition, it transposes the EU Directive on electronic commerce ([2000/31/EC](#)) into national law, as proposed by the 'White Paper on electronic commerce', approved by the Government in May 2003. The Act governs the liabilities, rights and obligations of persons providing information society services and disseminating commercial communications.

## eCommunications Legislation

### [Act on Electronic Communications](#) (2005, last amendment: 2013)

The Act on Electronic Communications and on Amendment to Certain Related Acts (No. 127/2005 Coll.) was adopted by the Parliament on 22 February 2005, took effect on 1 May 2005 and was amended several times, with the last amendment taking place in 2013. It transposes the [EU Regulatory Framework for Electronic Communications](#) into national law, whose main aim is to strengthen electronic communications sector competition by making market entry easier and by stimulating investment in this area.

## eIdentification Legislation

### [Act on Electronic Identification](#)

The Act on Electronic Identification codifies, for instance, the rules for using ID cards with a chip, in line with EU Directives. The functioning of the system, effective from 1 July 2018, will be supervised by the Ministry of Interior, which will be issuing respective accreditations to service providers.

### [Act on Citizen Identity Cards](#)

The Act on Citizen Identity Cards defines (amongst other things) the role of the National Registers Authority and National Identity Authority.

## eProcurement Legislation

The new [Act no. 134/2016, on public procurement](#), entered into force on 1 January 2018.

The government continues to follow its eProcurement strategy 2016-2020 adopted on 18 January 2016 (Resolution no. 25.). The valid eProcurement legislation includes the following:

### [Decree on Laying Down Detailed Conditions Relating to Electronic Tools and Acts Taken Electronically in Awarding Public Contracts and Particulars Concerning Certificate of Conformity](#) (2004, last amendment: 2011)

The former Public Procurement Act (No. 40/2004), which was passed on 17 December 2003 and entered into force on 1 May 2004, established the obligation for public bodies to publish tenders electronically. It also made it possible for candidate suppliers to submit tenders by electronic means. The Government has not formulated an exact timeframe for the implementation of the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including their provisions related to eProcurement.

The Act on Public Procurement ([No. 137/2006](#)), which entered into force on 1 July 2006 and abrogated the 2003 Act, was amended by [Decree No. 9/2011](#) of 10 January 2011. This Decree provides for detailed conditions relating to electronic tools and acts taken

electronically in awarding public contracts, as well as particulars concerning conditions for the issue of the certificate of conformity, its data and validity.

The eProcurement [Platform](#) used is called “*Národní elektronický nástroj (NEN)*”.

#### eInvoicing legislation

[Act no. 134/2016 Coll. On Public Procurement](#) transposes EU legislation related to public procurement, including the [Directive 2014/55/EU](#) on electronic invoicing in public procurement, into national legislation.

Section 221 of the Act stipulates that contracting authorities shall not reject any electronic invoice issued by an economic operator if it is issued in a format compatible with the European standard on electronic invoicing. The Act became effective on 1 October 2016.

### Re-use of Public Sector Information (PSI)

#### [Act on Free Access to Information](#) (2005, last amendment: 2015)

An amendment to the Act on Free Access to Information (No. 106/1999) was adopted by the Government on 12 May 2005 with a view to transpose the EU Directive [2003/98/EC](#) on the re-use of public sector information (PSI-directive). This amendment sets out the obligation for Public Administrations to provide online access to information in open data formats (e.g. XML). The amendment came into force on 1 January 2006. The Czech Republic has therefore notified full transposition of the PSI-directive.

According to the Legislative Tasks Plan of the Government, the Ministry of the Interior has elaborated the Draft of the change of the Act no. 106/1999 about free access to information in a word of latest provisions. The Draft transposed the Directive of the European Parliament and Council 2013/37/EU from the 26 June 2013 into the Czech legal order. The Draft should contribute to a more effective publishing of public sector information and its reuse due to the obligation of information publishing in open and when possible machine-readable data format or through implementation of the agreement institution about the facilitating of permanent information access.

The Government of the Czech Republic approved this Draft at the meeting on 14 January 2015 by the decree no. 17 and obliged the Minister of the Interior to elaborate the final wording of the governmental draft of the Act. The amendment to the Act has been approved under No. 222/2015, reflecting recommendations and requirements of the European Union. The amendment to the Act went into effect on 10 September 2015.

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

##### Ministry of the Interior

Since mid-2007, all eGovernment activity (i.e. policy formulation) has been firmly positioned in the Ministry of the Interior, being today one of the six main activities of the Ministry. eGovernment focuses on public service delivery and the reform of government, and is clearly distinct from general information society policy. Political responsibility lies with the Minister and the Deputy Minister for Strategies and Programme Management under the Ministry.

The [Chief architect of eGovernment](#) at the Ministry of Interior continues to perform its guidance and supervision role in respect to the central, regional and local public administrations to ensure compliance with the National architecture plan as well as with ICT systems and services sharing and reuse principles. The department continues to publish shared service models (templates) differentiated by the type of public administration, using enterprise architecture principles.



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### Ministry of Industry and Trade

According to [Government Resolution No. 723](#) of 18 September 2013, which established the next steps in the implementation of the [International Competitiveness Strategy of the Czech Republic for the period 2012-2020](#), the agenda for the implementation of the Strategy was transferred back to the Ministry of Industry and Trade. The Strategy is based upon a number of pillars/priority areas, with one of the main ones being the modernisation of institutions and public administration by using ICTs.



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### Government Council for Information Society and the Government Council for Public Administration

According to Government resolution No. 961 of 24 November 2014, two expert advisory bodies were established, the Government Council for Information Society, and the Government Council for Public Administration. Both councils will perform the role of permanent advisory, initiation and coordination body to the Government.

Since 2007 and until this government decision has been made, the relevant agenda has been performed by the predecessor of both Councils, the Government Council for the Competitiveness and Information Society. By dividing this rather large and definitely very important agenda between two separate yet effectively cooperating bodies, the government expects to achieve a better focus and effective coordination. Another driver behind the decision was a need to focus on continuous eGovernment and public administration development in line with defined priorities and strategic national and EU documents.



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## Coordination

### Ministry of the Interior

The Ministry of the Interior coordinates the development and implementation of eGovernment - with emphasis placed on Public Administration information systems and the public administration portal. It also contributes to the promotion of the information society as a whole.

### Government Council for the Information Society

The Council is mainly responsible for coordinating the implementation of the Strategic Framework of the Development of Public Administration in the Czech Republic for 2014 - 2020. It could contribute to higher transparency of ICT procurement in the public authorities. It should break down current shortcomings in the system of ICT proceeding in the public administration, it should help to reach political consensus on the ICT conception and it should replace the central authority with standardisation competences and ICT development governance in the public administration and local governments.

The activities of the Council should also bring significant savings due to new implemented provisions. The Ministry of the Interior has the leading and strategic role in the Council. The Council contributes to implementation of unanimous rules for approving of investment intentions and rules of purchase of ICT products and services.

### Department of eGovernment

The department is situated within the Ministry of the Interior and is responsible for drafting and implementing the national eGovernment strategy together with other public administrations. The Department is responsible for implementation of key eGovernment projects, and administration of several central information systems. It provides support and guidelines to the Czech POINTs, the national network of public administration contact points. It also actively participates in the process of drafting national eGovernment legislation.



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## Implementation

### Ministry of the Interior

The Ministry of the Interior is responsible for implementing national eGovernment infrastructure projects and projects related to digital services.

### Department of eGovernment

One of the current projects of the department is the process modelling of the public administration agendas with the aim to prioritise services that will become fully digitised and standardised across the country. The department is also responsible for



implementation of the new Citizen's portal as a transactional part of the Government (Public administration) portal. The department administers the Contract Registry and provides the user support. The eGovernment department also performs the role of technical administrator of the national identity scheme in compliance with the eIDAS regulation.

## Support

### Ministry of the Interior

The Ministry of the Interior provides support to other Government departments and bodies for the implementation of their eGovernment projects.

### Government Council for the Information Society

The Government Council for the Information Society is an expert advisory body made up of senior officials and major stakeholders in key institutions of the Public Administration and local governments who are involved in ICT and the implementation of eGovernment. It aims to support the development of the information society by creating a platform for discussing strategies and projects of the respective Government departments. Furthermore, it deliberates over materials submitted to the Government for ICT implementation and for the computerisation of the Public Administration.

For effective work of the Council the following working groups were set up:

- ▶ Working Group for eGovernment;
- ▶ Working Group for a security, strategy and ICT architecture;
- ▶ Working Group for an ICT operation sustainability;
- ▶ Working Group for the Digital Agenda;
- ▶ Working Group for a governance of procedure without publication.

## Audit/Assurance

### Supreme Audit Office

The Supreme Audit Office (SAO) is an independent institution that is responsible for auditing the management of public finances and State property.

## Data Protection

### Office for Personal Data Protection

The Office for Personal Data Protection is an independent agency which supervises compliance with personal data legislation and deals with citizen grievances in this domain. The development of eGovernment services in the Czech Republic is further supported by the work of [Czech office for Surveying, Mapping and Cadastre](#), [Czech Telecommunication Office](#) and [the National Cyber and Information Security Agency](#).

## Regional & Local eGovernment

### Policy/Strategy

#### Individual Regions and Municipalities

Public Administration and the management of public services are decentralised in the Czech Republic. There are fourteen regions and 6,258 municipalities using central eGovernment infrastructure and services while also providing their own digital services to citizens. As such, regional and municipal authorities are responsible for defining eGovernment policies and strategies within their respective spheres of competence. The common approach is defined by the national eGovernment strategy as well as complementing strategies of the national [Association of Regions](#) and the [Union of towns and municipalities](#). Both organisations promote the exchange of best practices between its members.

### Coordination

#### [Ministry of the Interior](#)

The Ministry of the Interior is in charge of the coordination of municipalities in the eGovernment domain.

#### [Department of eGovernment](#)

The department is responsible for the coordination of service development, implementation projects and regional activities in the computerisation of public administration with other state and local governments.

### Implementation

#### Individual Regions and Municipalities

Within their respective spheres of competence, regional and municipal authorities ensure the implementation of their eGovernment strategies, while the central coordination is ensured by the central authorities and the Ministry of Interior.



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### Support

#### [Ministry of the Interior](#)

The Ministry of the Interior provides cities and municipalities with quality eGovernment services through technical solutions and support. The aim is to ensure that the implementation of eServices does not hinder the economic stability of cities and

municipalities and their citizens and businesses have access to modern digital services regardless their location.

### **Union of Towns and Municipalities of the Czech Republic**

The Union of Towns and Municipalities of the Czech Republic undertakes support and advisory activities for Czech local authorities, and promotes the interests of Local Administration in relation to central executive and legislative bodies.

### **National Registers Authority**

The National Registers Authority, as part of the Czech eGovernment, makes it possible to centralise and keep the most common and widely used information up-to-date. This central administration body supports national public administrations, their system administrators and system developers, to ensure proper interoperability between registered systems and base registers.

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portals

##### [Public Administration Portal](#)

The Public Administration Portal, serves as an official single electronic gateway of the Czech Republic for citizens, businesses and institutions, enabling them to communicate with Public Administration (PA) entities. The portal gathers necessary information on central and local Government.

The portal will soon provide access not only to key public administration information, but also to available digital services grouped by life events. The transactional part of the portal called "Citizen's Portal" will offer the option of digital identification, several fully automated digital services, provision of extracts from state base registers, information on the current status of individuals' submissions to public administration as well as a personal archive of public administration-related documents. Personal identification and authentication at the Portal will be done by the new national eID card.

Regional public administrations and municipalities, as well as local administrations, continue to improve their portal in order to provide up-to-date information on public services, opportunities and local tourist attractions. Individual portals are accessible from the [central portal](#). Various digital services are available at the regional level, for example, citizens of Vysočina region can now make their [online appointments](#) to local health care providers, while South Bohemian region provides an online '[UtilityReport](#)' service, which helps to obtain information on all utility networks at a particular location at once, as well as contact them online to request official statements.

##### [Electronic Portal of Local Self-Governments \(ePUSA\)](#)

The ePUSA is an information system that contains an up-to-date database of self-government entities in the territory of the Czech Republic. The system enables the selection of required data according to different criteria. The main objective is to satisfy the need for communication between the Public Administration and citizens while creating and operating a current repository of the Regional and Municipal Authorities and other administrative bodies (e.g., organisations established by these authorities). The Ministry of the Interior operates ePUSA.

##### [Towns and Communities Online Portal \(TCOP\)](#)

The TCOP is a nationwide tele-democracy website, which supports electronic information exchange between local governments and Czech citizens. It is administered in cooperation with the Union of Towns and Municipalities of the Czech Republic. The overall mission is to progressively develop user-friendly eServices in order to support digital communication between Public Administration and citizens. It engages citizens in the decision-making process via the use of various multimedia. The TCOP provides a complete list of Czech municipalities and a free database-driven homepage to each Czech Council.

##### [Portal for Data Boxes](#)

The portal was launched in June 2011 to provide a more comprehensive service to users of Data Boxes, which serve as a secure repository of official electronic communications

with public authorities. The new portal provides, in one place, comprehensive information on, and the services for the information system of Data Boxes (ISDS). In addition, the portal provides users with several secure ways to login, and also makes available interactive electronic forms. These changes are expected to significantly streamline the communication of citizens with the state.

#### Czech Social Security Administration

Citizens and employers can access their information registered in the Czech Social Security Administration's databases, sent their requests online and receive replies digitally. There are online services available for different groups of clients, i.e. individuals, employers, self-employed individuals, pensioners, physicians and social service facilities.

Services for individuals, for example, include an online access to information on sick pay leaves during a person's work career, information on health insurance payments for the self-employed individuals, online calculation of the retirement pension based on the insurance periods and other services. Currently, to access this personal information online, citizens need to identify and authenticate via the [Data Box](#). In the near future, these services will also be available when the eID is issued as a personal identification means.

## Networks

#### Public Administration Communication Infrastructure (KIVS)

The KIVS enables the interconnection of all Public Administration (PA) bodies (e.g. ministries, central administrations, regional authorities, municipal offices, labour offices, revenue authorities and public libraries), ensures secure and cost-efficient data and voice communications, as well as access to central information resources. Simply put, the KIVS is a combination of different data lines between public administration bodies into a single data network. The major benefit of the KIVS is that it streamlines services and leads to significant cost savings.

#### CzechPOINT network

The Czech POINT system is a network of one-stop access points to eGovernment services intended to prevent citizens from visiting several offices, thus significantly reducing excessive administrative burden. Through these one-stop points, the general public is able to access all public records and to obtain transcripts/extracts, as well as information statements from the national registers.

The Czech POINTs are primarily located at post offices, municipal authority offices, registry offices and Czech embassies. As of March 2018, the network is comprised of 7,305 local and regional physical contact points. An interactive map on the website serves as a Czech POINT location finder. By the end of 2017, the [number of issued excerpts](#) reached 19,434,495 million.

In the future, the accessibility of Czech POINT remotely from the Public administration portal will make it possible to obtain required documents from home. In this light, the [Act on Electronic Actions and Authorised Document Conversion](#), which gives electronic documents the same legal status as traditional stamped hardcopy equivalents, will have significant impact on the effectiveness of the network. Since July 2009, Czech Points have been in charge of converting paper-based administrative documents into electronic form, processing applications for the establishment of personal Data Boxes and terminating/re-creating these Boxes, when needed and upon request.



Gradually more services are introduced, such as:

- ▶ Validation of the Czech citizen's identity is made possible at the CzechPOINT@office interface at the embassies of the Czech Republic abroad;
- ▶ New map service makes it possible to find Czech POINT offices on the map, including the address and office hours. This service is available at [www.czechpoint.cz](http://www.czechpoint.cz);
- ▶ E-mail alert service of the crime register is for those who applied for the excerpt from the crime register. The applicant can provide his email, to which an alert message is being sent when the excerpt is ready;
- ▶ The Validation of the cadastral map image at the public administration contact point (i.e. any of the CzechPOINT offices), as well as on the CzechPOINT@office interface for clerks;
- ▶ Excerpt from the Driver's Point Account as a free service for the Data Box holders at the CzechPOINT@home interface and more.

## eIdentification/eAuthentication

### eSignatures

The identification of persons, the authentication of documents on the Internet and access to several transactional electronic public services are based on electronic signatures. Currently, there are three certification service providers ([First Certification Authority](#), [Czech Post](#) and [eIdentity](#)) [accredited by the Government](#) to issue eSignatures (qualified certificates, qualified system certificates and qualified time stamps) valid for communicating and transacting with the public administration. Their qualified certificates can be used for online transactions. eSignatures based on non-qualified certificates issued by other businesses can only be used for commercial services.

As the public administration's central body competent for eSignatures, the Ministry of the Interior conducts regulatory, supervisory and accreditation activities with regard to electronic signature products and providers in the Czech Republic. On 17 June 2011, the Ministry of the Interior published an [opinion](#) on the making of copies of personal documents for issuing qualified certificates. The opinion is published on the grounds that in some cases, applicants are qualified to issue the certificate object to make copies of personal documents and require taking only extract data from these documents. The qualified provider of certification services is required, before issuing a qualified certificate, to securely verify the identity of the signing or designating person.

### ePassports

Following a testing period, Czech authorities launched a first version of the Czech electronic passport at full scale in September 2006. On 1 April 2009, authorities started rolling out new [electronic passports](#), which featured a chip that contained two biometric identifiers. Issued in compliance with the requirements laid down in the European Union Regulation regarding passport security and biometrics, the passports include new security features such as intricate designs and complex watermarks, as well as a chip and an antenna. The chip stores the electronic facial scan of the holder, in addition to personal details. Facial recognition maps various features. The addition of fingerprint details on the chip is being planned to take place at a later stage.

### Czech National Verification Authority (CVCA)

This is a public Certification Authority that meets the need for securing control systems accessing sensitive personal data on stored documents with biometric data. The aim of

the CVCA is to provide certification services for public entities administering sets of inspection systems. The CVCA certificate policy stipulates the requirements relating to the activities, obligations and commitments of all participating parties that, directly or indirectly, come to contact with certification services or are dependent on them.

The Czech Republic continues its work on the implementation of the National Identity Authority and its eID infrastructure. A pilot project on the use of the national eID is planned for 2017 to be run at the CzechPOINT@home application on the government portal, involving the national social security and financial administrations and the Vysočina region.

## eProcurement

### [eProcurement portal](#)

The Czech Republic has a centralised eProcurement system based on a national platform managed by the Public Procurement and Public Private Partnership Department of the Ministry for Regional Development. Contracting authorities are required to publish tender notices above the national threshold of EUR 76,000. The national platform is also mandatory for the ICT commodities and services purchases.

The public procurement legislation requires all public tenders and awards to be published on the free-of-charge [eTenders](#) portal. This obligation concerns State bodies as well as regional and municipal authorities. Information to be published on the portal includes public tender announcements, publication, results and cancellations of public tenders and price differences between received offers. The procedures for the notification and publication of these public tenders have been automated to a large extent.

### [Public Procurement and Concessions portal](#)

The Public Procurement and Public Private Partnership Department of the Ministry for Regional Development has designed a portal where comprehensive and well-organised information relating to public procurement can be found. The user is provided with an opportunity to be orientated in national and European laws, regulations and administrative provisions concerning public contracts and concessions. Supply of information on [eProcurement](#) at both national and European levels is an innovative feature.

## Knowledge Management

### [Digital Map of Public Administration](#)

The Ministry of the Interior began implementing a project to create digital government maps (DMVS). The digital map of Public Administration unifies data from various geographic information systems in one application. The project aims to facilitate the exercise of public administration and accessibility of spatial data for the authorities and the public in line with the Smart Administration, promoting efficient and user-friendly public administration, and development of eGovernment in the country.

## Other Infrastructure

In 2016, more attention was paid to the interoperability of public administration systems and processes at both the central and regional levels, especially through the initiatives and activities of the Department of the Chief Architect of eGovernment at the Ministry of

Interior, and in both sectoral digital strategies approved this year – i.e. national eHealth strategy and Electronic public procurement strategy.

## Central Service Point

### eGovernment Information Service Bus Technology

From the time being, regarding the implementation of the eGovernment Information Service Bus technology, national public administrations not only have access to the reference data in base registries, of which accuracy and validity is guaranteed by the state, but also to other attributes and data from other public administration information systems, in compliance with national legislation - <http://www.mvcr.cz/clanek/dokumentace-egsb.aspx>

## eCommunication

### 'Data Box' Information System

A '[Data Box](#)' is an e-delivery solution intended for delivery of official documents and for communication with public authorities. It is not obligatory for citizens and private individuals who carry out business activities; however, its establishment is obligatory for legal entities and public bodies (Public Administration). A document (data message) which is sent to a Data Box is delivered at the moment the authorised individual logs in. Delivery of the document has the same legal provisions as personal delivery. A Data Box is not an email box; it cannot be used to communicate directly with individual public sector clerks, only with an entire office, nor can it be used to communicate with another private individual, a private individual carrying out business activities and/or a legal entity.

With regards to natural persons (citizens), they are able to open their Data Box on a voluntary basis and use the contained documents in their dealings with public authorities. Citizens can access their Data Box at the Czech POINT network's one-stop contact points.

As of 1 November 2009, every Czech public body and legal entity registered in the Commercial Register is required to use Data Boxes in place of the traditional paper form. The Data Boxes information system is currently operational for other types of communication, namely C2C (citizen to citizen), C2B (citizen to business) and B2B (business to business) communications. To date, there are 880,511 accessible Data Boxes, while 539,990,250 messages have been sent through them, scoring a 99.5% average delivery successful login.

## Network

### New Technology Centre

Through its new Technology Centre, the Vysočina region provides several ICT services to the regional administration, its municipalities and organisations financed by the region. The centre is located at two locations connected by two separate optical fibre cables. Among the services offered by the regional technology centre are a document management service, secure storage management, spatial information system, interface to central registers, and videoconferences for the regional and local administrations, eProcurement system, eHealth services and the services for the national integrated rescue system. The technology centre also provides a security dashboard of the region for the cybersecurity administrators of the regional information systems and the public wi-fi hotspots supporting the EDUROAM project.

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**

### 1. Travel

Passenger rights, documents you need

#### Passport

Responsibility: Central Government, Ministry of the Interior (production), Local Government (applications/distribution)

Website: <http://www.mvcr.cz/>

Description: Information purposes only. Passport applications are managed by municipalities.

### 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

#### Job search services by labour offices

Responsibility: Central Government, Ministry of Labour and Social Affairs, Employment Services Administration

Website: <http://portal.mpsv.cz/sz>

Description: The website of the employment services of the Ministry of Labour and Social Affairs contains the national job vacancies database, contacts to all labour offices and a list of accredited private employment agencies.

Taxes, unemployment and benefits

#### Unemployment benefits

Responsibility: Central Government, Ministry of Labour and Social Affairs, State Social Benefits

Website: <http://portal.mpsv.cz/ssp>

Description: Information and forms are available for download purposes. Payment of unemployment benefits is managed by public job centres.

**Income taxes: declaration, notification of assessment**

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration

Website: <http://www.financnisprava.cz/en/>

Description: The Czech Tax Administration website enables the electronic filing of income tax returns. Since July 2006, taxpayers have been able to gain access to their personal tax account information through the 'Tax portal for the public'.

**Retirement****Pension calculation**

Responsibility: Central Government, Czech Social Security Administration

Website: <https://eportal.cssz.cz/web/portal/sluzby-pro-pojistence>

Description: Various online services are available at the ePortal of the Czech Social Security Administration. These are provided to employees, free-lancers and entrepreneurs. For the online service, people have to identify themselves via their DataBox.

**3. Vehicles****Driving licence****Driving licence**

Responsibility: Central Government, Ministry of Transportation (production), Local Government (applications/distribution)

Website: <http://www.mdcr.cz/>

Description: Information purposes only. Driving licence applications are managed by municipalities.

**Registration****Car registration (new, used, imported cars)**

Responsibility: Central Government, Ministry of Transportation, Local Government

Website: <http://www.mdcr.cz/>

Description: Information purposes only. Car registration applications are managed by municipalities.

**4. Residence (and other) formalities****Documents and formalities****Announcement of moving (change of address)**

Responsibility: Central Government and Local Government, Ministry of the Interior and Municipalities

Website: <http://www.mvcr.cz/>

Description: Information purposes only. Residents have to notify the municipalities of their change of address, which then proceed to update the central population register managed by the Ministry of the Interior. A central address change notification service accessible through the [Public Administration portal](#) has been implemented.

**Registration and verification of property rights**

Responsibility: Central Government, Czech Office for Surveying, Mapping and Cadastre

Website: <http://www.cuzk.cz/english/>

Description: Citizens can consult on-line the Cadastre of Real Estate for the precise location or real estates, property and other rights to real estates registered either for natural or legal persons across the country. They can use e-forms, register their rights and file changes online. Property owners can use the service "[Monitoring of Changes](#)".

**Criminal Record Certificate (individuals, legal entities)**

Responsibility: Local Government (Municipalities) – Criminal Records Authority

Website: <https://www.ceskaposta.cz/en/sluzby/egovernment/czechpoint/sluzby-czechpoint#b>

Description: Criminal record certificates can be requested via the eService [CzechPOINT](#).

**Declaration to the police (e.g. in case of theft)**

Responsibility: Central Government, Ministry of Interior, Czech Police

Website: <http://www.policie.cz/>

Description: Declarations to the police can be made by email.

**Housing (building and housing, environment)**

Responsibility: Local Government

Website: N/A

Description: Applications for building/planning permission are managed by municipalities. Some municipalities provide related information on their websites.

**Passport**

Responsibility: Central Government, Ministry of the Interior (production), Local Government (applications/distribution)

Website: <http://www.mvcr.cz/>

Description: Information purposes only. Passport applications are managed by municipalities.

**5. Education and youth**

School, university

**Enrolment in higher education/university**

Responsibility: Central Government and Local Government, Higher Education Institutions

Website: <http://www.msmt.cz/>

Description: There is no central enrolment system in the Czech Republic. Enrolment falls under the responsibility of individual schools and universities. The majority offer information and downloadable forms.



**Nostrification of diploma**

Responsibility: State universities, Ministry of Education, youth and sports

Website: <http://www.msmt.cz/areas-of-work/tertiary-education/recognition-of-foreign-higher-education-in-the-czech>

Description: Nostrification of higher education diploma may be required when applying for certain jobs. Individual state universities provide this service. More information can be found on the webpage above.

**Public libraries (availability of catalogues, search tools)**

Responsibility: Regional and Local Governments

Website: N/A

Description: Public libraries are managed by regional and local governments. Several libraries, such as the [Municipal Library of Prague](#), provide an online catalogue and a number of online services, including: electronic listings of the newly-available items in the library collection; email notifications at the end of the lending period; automatic extension of the lending period by email; facility for reserving an item from the online catalogue.

[Many public libraries and university portals](#) accept online identification service [MojeID](#). By March 2018, there were more than 605 275 active users of this eID.

For several life events, citizens can consult the [mobile application of the Ministry of Interior](#), available for [Android](#) and [iOS](#). The application provides authoritative step-by-step information on procedures, obligations, documents and public administration office locations. It can also navigate users to the nearest public administration, the Czech POINT office and the police station. Life events currently supported by the mobile application include Birth of a child, Moving, Loss of (personal ID) documents, Death in the family and Transfer of property rights.

## Researchers

### Information and assistance to researchers

Responsibility: EURAXESS Czech Republic

Website: <http://www.euraxess.cz/>

Description: EURAXESS Czech Republic provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

### Public libraries (availability of catalogues, search tools)

Responsibility: National Library of the Czech Republic

Website: <http://www.en.nkp.cz/>

Description: National Library of the Czech Republic provides access to digitalised books, newspapers and journals, articles, manuscripts and Incunabula, music collections, early printed books, sound recordings, maps, licensed databases, etc.

## 6. Health

### Planned and unplanned healthcare

#### e-Health book

Responsibility: VZP CR (Všeobecná zdravotní pojišťovna)

Website: <http://www.izip.cz/>

Description: eHealth book is the summary of a highly secure patient health information in electronic form, accessible 24 hours a day via the Internet. It is also a safe environment connecting healthcare providers, patients and health insurers. It can be used for the transmission of health information between doctor and patient and the doctors themselves, in an emergency it can help save a life. The registration and use is free only for insurers of VZP CR.

#### ePrescription services

Responsibility: [State institute for drug control](#)

Website: <https://www.epreskripce.cz/>

Description: The use of ePrescription services is mandatory since 1 January 2018. Advanced functionalities will require changes in legislation as well as building additional components of the national eHealth infrastructure and will be implemented during the next phases of the project. The implementation of the service is part of a broader National eHealth Strategy (adopted in the autumn of 2016) which defines a number of national eHealth projects to be implemented in the coming years focusing on data sharing between health care providers, provision of online patient information and telemedicine development.

#### Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health insurance companies

Website: N/A

**Description:** Health insurance is compulsory in the Czech Republic, but administered by private health insurance companies. These companies are non-profit independent bodies; hence, any surplus is allocated to a special account called the Reserve Fund. The system is financed by the contributions of individuals, employers and the State. Opting out of the insurance system is not permitted.

**Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**

**Responsibility:** Central Government, Ministry of Health, Regional Government

**Website:** <http://www.mzcr.cz/en/>

**Description:** Information purposes only. The national health policy is coordinated by the Ministry of Health; however, the operation of hospitals is managed by regional governments.

**Digital services of the regional health care system at the Vysočina region**

**Responsibility:** Regional administration of the [Vysočina region](#)

**Website:** <http://www.eambulance.cz/>

**Description:** People living in the Vysočina region make their appointments to the health service providers from several local hospitals online, and benefit from the electronic health data exchange between hospitals and ambulances. In 2017, the Vysočina region was authorised by the Ministry of Health to pilot cross-border exchange of medical information over the TESTA network between the Czech Republic and Croatia as a part of a larger EU eHealth project.

**When living abroad**

**Healthcare abroad**

**Responsibility:** VZP CR (Všeobecná zdravotní pojišťovna)

**Website:** <http://www.izip.cz/>

**Description:** eHealth book is the summary of a highly secure patient health information in electronic form, accessible 24 hours a day via the Internet and can be used abroad. It is also a safe environment connecting healthcare providers, patients and health insurers. It can be used for the transmission of health information between doctor and patient and the doctors themselves, in an emergency it can help save a life. The registration and use is free only for insurers of VZP CR.

**7. Family**

**Children, couples**

**Child allowances**

**Responsibility:** Central Government, Ministry of Labour and Social Affairs, State Social Benefits

**Website:** <http://portal.mpsv.cz/ssp>

**Description:** Allowances applications are submitted and managed electronically via a web-enabled application system. A server enables users to choose a specific form, either to be filled out manually, or to be filled out and submitted online, using a digital signature.

**Certificates (birth, marriage): request and delivery**

Responsibility: Central Government, Ministry of the Interior and Local Government

Website: <http://www.mvcr.cz/>

Description: Mainly for information purposes. Requests and issuance of certificates are managed by municipalities. Some of these provide downloadable application forms on their websites.

# eGovernment Services for Businesses

## Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Central Government

Website: <http://www.businessinfo.cz/>

Description: The Czech Business Web provides a one-stop shop for business information, including business registration. Entrepreneurs can also file an online business inquiry using the “online tools” of the portal.

Annual accounts

#### Submission of data to statistical offices

Responsibility: Central Government, Czech Statistical Office

Website: <https://www.czso.cz/csu/czso/home>

Description: Businesses and public authorities are able to transmit statistical data electronically.

### 2. VAT and customs

Excise duties

#### Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration

Website: <http://www.financnisprava.cz/>

Description: The Czech Tax Administration website enables the electronic filing of corporate tax returns. Case handling, decision and delivery of a standard procedure to declare corporate tax can be treated online at the [eTax portal](#).

#### Reporting imports/exports

##### Customs declarations (eCustoms)

Responsibility: Central Government, Ministry of Finance, Czech Customs Administration

Website: <http://www.cs.mfcr.cz/>

Description: Traders can submit customs declarations electronically. Advanced eSignature based on qualified certificates is in use on this application.

### 3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

##### Export information, advice and support

Responsibility: Central Government, Ministry of Industry and Trade /CzechTrade

Website: <https://www.mpo.cz/cz/zahranicni-obchod/podpora-exportu/>  
<https://www.czechtrade.cz/>  
<http://www.businessinfo.cz/en/>

Description: Businessinfo.cz portal is sponsored by the Ministry of Industry and Trade of the Czech Republic. It is operated by CzechTrade, the agency responsible for promoting exports. In addition to providing comprehensive information services for local companies, one of the main tasks of the portal is to help foreign businesses navigate the Czech business environment.

### 4. Staff

Terms of employment, social security, equal treatment, redundancies

##### Social contributions for employees

Responsibility: Central Government, Czech Social Security Administration

Website: <http://www.cssz.cz/>

Description: The declaration of social contribution for employees can be fully carried out through the Czech Social Security Administration website. No other formal procedure is necessary for the applicant via paperwork. Legal entities can receive confirmation of their non-indebtedness as well as information on their payments on employee social security online via [ePortal](#) of the Czech Social Security Administration. They have to identify online by their DataBox in order to do so.



## 5. Product requirements

CE marking, mutual recognition, standardisation in Europe

### Commercial and industrial norms in Czech Republic (Business Info portal)

Responsibility: Agency CzechTrade (subordinate to the Ministry of Industry and Trade)

Website: <http://www.businessinfo.cz/cs/legislativa-pravo/pravo-eu.html>

Description: Business Info portal provides information related to the commercial and industrial norms for businesses' needs. The portal is operated by the CzechTrade that is a subordinate agency of the Ministry of Industry and Trade with aim to promote trade. The Agency's aim is to facilitate businesses' decision making, shorten the time of entry into the market and promote activities aimed at further development of the companies abroad.

Classification, labelling, packaging

### Commercial and industrial norms in Czech Republic

Responsibility: Agency CzechTrade (subordinate to the Ministry of Industry and Trade)

Website: <http://www.businessinfo.cz/cs/legislativa-pravo/pravo-eu.html>

Description: Business Info portal provides information related to the commercial and industrial norms for businesses' needs. The portal is operated by the CzechTrade that is a subordinate agency of the Ministry of Industry and Trade with aim to promote trade. The Agency's aim is to facilitate businesses' decision making, shorten the time of entry into the market and promote activities aimed at further development of the companies abroad.

Chemicals (REACH)

### REACH-IT Submission Tool (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: European Chemical Agency

Website: <http://echa.europa.eu/cs/support/dossier-submission-tools/reach-it>

Description: The European Chemicals Agency (ECHA) is the driving force among regulatory authorities in implementing REACH. REACH-IT is the central IT system that supports Industry, Member State competent authorities and the European Chemicals Agency to securely submit, process and manage data and dossiers. These three parties each have access to specific functions of REACH-IT which they can use to fulfil their requirements under the REACH and CLP regulations. REACH-IT also provides a secure communication channel between these three parties to help them coordinate the processing and evaluation of data and dossiers.

## 6. Finance and funding

Access to funding, EU funding programme

### National Trade Promotion Agency CzechTrade

Responsibility: Agency CzechTrade (subordinate to the Ministry of Industry and Trade)

Website: <http://www.czechtradeoffices.com/>

Description: CzechTrade, the National Trade Promotion Agency, provides contacts and information on export opportunities worldwide and financial assistance towards market research, export catalogues and establishment of business contacts.

### Czech Export Bank

Responsibility: Czech Export Bank / Česká exportní banka, a.s. (ČEB)

Website: <http://www.ceb.cz/content/view/153/71/>

Description: The Czech Export Bank provides Czech exporters with state-supported financing in order to create export conditions comparable to those available to their foreign competitors.

### The Farmer's portal eAgri

Responsibility: Ministry of Agriculture

Website: <http://eagri.cz/public/web/mze/dotace/>

Description: The portal provides information on available subsidies and funding for farmers, both national and EU programmes. There is also an easy access to other registers and applications making the work of farmers a little bit easier.

## 7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

### Public procurement / eProcurement

Responsibility: Ministry for Regional Development

Website: <http://www.portal-vz.cz/en/Homepage>

Description: Public procurement and the concessions portal administered by the Ministry for regional development provide an access to Public procurement notice (Public gazette), list of qualified suppliers, certification systems, public procurement statistics, indexes and a list of certified online eProcurement tools. In addition, it is possible to find information on eProcurement together with the National eProcurement strategy for 2016-2020.

Government eProcurement tool called "[NEN](#)" helps to plan, administer and manage public procurement in compliance with national legislation. Starting from 1 July 2018, it will be mandatory for central state administrations and their subordinate organisations to use this system.

## 8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

### Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, Local Government

Website: <http://www.mzp.cz/>

Description: Users are given the option of fully treating the delivery of environment-related permits electronically. Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be treated via eServices.

### Czech Environmental Information Agency (CENIA)

Responsibility: Central Government, Ministry of Environment

Website: <http://www1.cenia.cz/www/organisation-profile>

Description: CENIA collects, evaluates, interprets and distributes environmental information. All available resources, digital publications, useful links and guidelines on how to use the agency's services are at its webpage. The agency manages the [Integrated System of Reporting Obligations](#). This system ensures compliance with mandatory reporting legislation which aims to protect the environment whilst providing cross-sectional data for gaining essential environmental information.

**European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

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ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

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